

120106 Complaint Resolution Process Closure

(a)

The local child support agency shall close the complaint after completing the following actions: (1) Acknowledge the complaint pursuant to Section 120102. (2) Investigate the complaint as specified in Section 120103. (3) Issue a notice of complaint resolution pursuant to Section 120105. (4) Complete the required action to resolve the complaint pursuant to Section 120105.

(1)

Acknowledge the complaint pursuant to Section 120102.

(2)

Investigate the complaint as specified in Section 120103.

(3)

Issue a notice of complaint resolution pursuant to Section 120105.

(4)

Complete the required action to resolve the complaint pursuant to Section 120105.

(b)

If the local child support agency transfers the complaint pursuant to Section 120104, and the complaint is not returned to the local child support agency pursuant to Section 120104(c), the local child support agency may close the complaint.